

SCAL PALS INPUT on CL INTERESTS
June, 2009

- **Middle Management**
- **Customer Service:**
 - On a semi-regular basis
 - Dealing with problem patrons
- **Topical Series:**
 - Staff evaluations (tying tasks to job descriptions)
 - Staff recognition
- **Library Law basics for circulation staff**
 - Privacy
 - “Nuances”
 - Role playing & creation of nutshell statements (w/o offering legal advice)
- **Change Management**
 - Front line staff
 - Middle managers
 - Administration
 - Layoffs
- **Finances for library administrators**
- **Library job vs. Library career**
- **Team Development**
 - Effective use of Web 2.0 tools (wikis, blogs, podcasts, social networking)
 - Creating/sustaining web pages